

CLAIMS

1. A collection method which provides a screen for a
logged-in user and allows the user to specify collection
5 of used goods according to said screen,

characterized in that said screen contains:

an item for receiving orders for the goods from said
user; and

an item for said user to specify whether to use
10 collection of the used goods.

2. The collection method according to Claim 1,
characterized in that said screen contains data which
indicates the progress of collection of used goods in the
15 case of the user who has specified said collection.

3. The collection method according to Claim 1,
characterized in that used goods are collected when
ordered goods are delivered, if said collection is
20 specified.

4. The collection method according to Claim 1,
characterized in that an Internet is used for said
log-in.

25 5. A sales system which comprises: log-in means for making
a user who intends to order goods log-in; supply means for

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supplying an ordering screen for the logged-in user; and a reception means for receiving order information which is based on said ordering screen,

characterized in that said supply means supplies said user an ordering screen which contains an item for said user to specify whether to use collection of used goods.

6. The sales system according to Claim 5,

characterized in that said supply means includes data that indicate the progress of collection of used goods in said ordering screen in the case of a user who has specified said collection.

7. The sales system according to Claim 5, characterized in that said user accesses said sales system via an Internet.

8. A program for implementing a sales system which makes a user who intends to order goods log-in, supplies an ordering screen for the logged-in user, and receives order information which is based on said ordering screen,

characterized in that said program comprises a step of supplying said user an ordering screen which contains an item for said user to specify whether to use collection of used goods.

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9. A medium containing program code of a sales system which makes a user who intends to order goods log-in, supplies an ordering screen for the logged-in user, and receives order information which is based on said ordering screen,

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characterized in that said program code comprises at least code for a step of supplying said user an ordering screen which contains an item for said user to specify whether to use collection of used goods.

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10. An ordering method for logging-in to a designated server and ordering desired goods according to an ordering screen provided by said server,

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characterized in that said ordering screen contains a list of goods compatible with equipment used by an orderer.

11. The ordering method according to Claim 10,
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characterized in that said ordering screen further contains price information corresponding to the listed goods and said orderer.

12. The ordering method according to Claim 11,
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characterized in that said ordering screen is generated based on databases which record at least the orderer, equipment used by the orderer, goods compatible

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13. The ordering method according to Claim 10,
characterized in that said orderer accesses said
server via an Internet.

15. A sales method which provides an ordering screen for a logged-in user and allows a user to order desired goods according to said ordering screen

16. The sales method according to Claim 15,
characterized in that said ordering screen further
contains price information corresponding to the listed
goods and said user.

17. The sales method according to Claim 15,
characterized in that said ordering screen is
generated based on databases which record at least the user,

equipment used by the user, goods compatible with the equipment, and price information corresponding to said goods and said user.

5 18. The sales method according to Claim 15,
characterized in that an Internet is used for said processes of logging-in, supplying the ordering screen, and placing orders.

10 19. The sales method according to Claim 15,
characterized in that said goods include: toners; toner cartridges; consumable parts; and ink, and said consumable parts include at least photoconductor drums and photoconductor units.

15 20. A sales system which comprises: log-in means for making a user who intends to order goods log-in; supply means for supplying an ordering screen for the logged-in user; and a reception means for receiving order information which is
20 based on said ordering screen,

characterized in that said supply means supplies said user an ordering screen which contains a list of goods compatible with the equipment used by said user.

25 21. The sales system according to Claim 20,
characterized in that said supply means supplies said user an ordering screen which further contains price

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information corresponding to the listed goods and said user.

22. The sales system according to Claim 20,

5 characterized in that said supply means generates said ordering screen based on databases which record at least the user, equipment used by the user, goods compatible with the equipment, and price information corresponding to said goods and said user.

23. The sales system according to Claim 20,

10 characterized in that said user accesses said sales system via an Internet.

15 24. A program for implementing a sales system which makes a user who intends to order goods log-in, supplies an ordering screen for the logged-in user, and receives order information which is based on said ordering screen,

20 characterized in that said program comprises a step of supplying said user an ordering screen which contains a list of the goods compatible with equipment used by said user.

25 (25) A medium containing program code of a sales system which makes a user who intends to order goods log-in, supplies an ordering screen for the logged-in user, and

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receives order information which is based on said ordering screen,

characterized in that said program code comprises at least code for a step of supplying said user an ordering
5 screen which contains a list of goods compatible with the equipment used by said user.

26. An information processing apparatus comprising
10 sending means for transmission to a terminal connected via a communications line, characterized in that display screen information containing an input field for entering ordering information of goods and an input field for entering collection information as to whether said goods be collected is sent to said terminal.

15 27. The information processing apparatus according to Claim 26,

characterized in that said sending means sends said ordering information and said collection information from
20 a terminal which has received said display screen information, to a computer which manages the distribution of said goods.

25 28. The information processing apparatus according to Claim 27,

characterized in that said display screen information contains information for use in setting the date on which

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said goods will be delivered, that said computer which manages distribution is a portable terminal owned by a deliveryman who delivers goods identified by said ordering information, and that said sending means sends said
 5 ordering information and said collection information to said portable terminal according to said date entered and sent via a display screen based on said display screen information.

10 29. The information processing apparatus according to Claim 26,
 characterized by further comprising:
 storage means for storing said collection information sent, via said communications line, from a terminal which
 15 has received said display screen information; and
 estimation means for estimating expected collection quantity of said goods according to said collection information stored and accumulated in said storage means.

20 30. The information processing apparatus according to Claim 29,
 characterized in that said storage means stores information about the average time required for said goods to be used up, and that said estimation means calculates
 25 said expected collection quantity according to said average time information and said collection information.

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31. The information processing apparatus according to Claim 26,

characterized in that said display screen information contains information about the progress of collection from each user.

32. The information processing apparatus according to Claim 29,

characterized in that said storage means stores collection performance information which indicates that said goods have been actually collected; and

said information processing apparatus further comprises calculation means for calculating a collection rate, based on the order quantity of said goods identified by said ordering information sent from said terminal as well as on said collection performance information.

33. The information processing apparatus according to Claim 32,

characterized in that said sending means sends screen information obtained by adding said collection rate to said screen information.

34. The information processing apparatus according to Claim 29,

characterized in that said goods include: toners; toner cartridges; consumable parts; and ink; and said

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consumable parts include at least photoconductor drums and photoconductor units.

5 (35) An information processing apparatus which manages information about users' equipment and is connected to a plurality of terminals via communications lines,

10 characterized in that said information processing apparatus comprises identifying means for identifying the equipment owned by a user based on information specific to said user received from one of said terminals, and generation means for generating display screen information for displaying information about the equipment owned by the user identified by said identifying means.

15 36. The information processing apparatus according to Claim 35,

20 characterized in that said identifying means identifies consumables compatible with said equipment, and that said generation means generates display screen information which contains information about identified consumables.

37. The information processing apparatus according to Claim 36,

25 characterized in that said generation means generates display screen information which contains collection

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information for specifying whether to use a collection service for collecting identified consumables.

38. The information processing apparatus according to
5 Claim 37,

further comprising storage means for storing said collection information as collection flag information, characterized in that said generation means generates information for specifying whether to use the collection
10 service of consumables for said equipment according to collection flag information stored in said storage means.

39. The information processing apparatus according to
Claim 35,

15 characterized in that said identifying means identifies price information for the identified equipment or identified consumables; and that said generation means includes said price information in the display screen information.

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40. An information processing apparatus, characterized by comprising:

receiving means for receiving ordering information sent via the Internet; and

25 judgment means for judging, based on inventory information of the warehouse from which the goods identified by said ordering information can be transported

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in the shortest period corresponding to geographical information of the orderer identified by said ordering information received by said receiving means, whether said goods can be shipped from said warehouse.

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41. A collection method using an information processing apparatus which sends information to a terminal connected via a communications line,

10 characterized by comprising a sending step of sending, to said terminal, display screen information which contains an input field for entering ordering information of goods and an input field for entering collection information as to whether said goods be collected.

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42. A sales method using an information processing apparatus which manages information about users' equipment and is connected to a plurality of terminals via communications lines,

characterized by comprising:

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an identification step of identifying the equipment owned by a user based on information specific to said user received from one of said terminals; and

a generation step of generating display screen information for displaying information about the equipment
25 owned by the user identified in said identification step.

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43. A sales method using an information processing apparatus,

characterized by comprising:

a receiving step of receiving ordering information
5 sent via the Internet; and

a judgment step of judging, based on inventory
information of the warehouse from which the goods
identified by said ordering information can be transported
in the shortest period corresponding to geographical
10 information of the orderer identified by said ordering
information, whether said goods can be shipped from said
warehouse.

44. A program executed by an information processing
15 apparatus,

characterized by comprising:

a sending step of sending display screen information
to a terminal connected via a communications line, said
display screen information containing an input field for
20 entering ordering information of goods and an input field
for entering collection information as to whether said
goods be collected.

45. A program executed by an information processing
25 apparatus which manages information about users' equipment
and is connected to a plurality of terminals via
communications lines, characterized by comprising:

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an identification step of identifying the equipment owned by a user based on information specific to said user received from one of said terminals; and

a generation step of generating display screen
5 information for displaying information about the equipment owned by the user identified in said identification step.

46. A program characterized by comprising:

a receiving step of receiving ordering information
10 sent via the Internet; and

a judgment step of judging, based on inventory information of the warehouse from which the goods identified by said ordering information can be transported in the shortest period corresponding to geographical
15 information of the orderer identified by said ordering information, whether said goods can be shipped from said warehouse.

47. A computer-readable storage medium for storing a
20 program executed by an information processing apparatus characterized by storing program code for executing a sending step of sending display screen information to a terminal connected via a communications line, said display screen information containing an input field for entering
25 ordering information of goods and an input field for entering collection information as to whether said goods be collected.

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48. A computer-readable storage medium for storing
program code executed by an information processing
apparatus which manages information about users' equipment
5 and is connected to a plurality of terminals via
communications lines,

characterized by storing program code for executing:
an identification step of identifying the equipment
owned by a user based on information specific to said user
10 received from one of said terminals; and

a generation step of generating display screen
information for displaying information about the equipment
owned by the user identified in said identification step.

15 49. A computer-readable storage medium,

characterized by containing program code for
executing:

a receiving step of receiving ordering information
sent via the Internet; and

20 a judgment step of judging, based on inventory
information of the warehouse from which the goods
identified by said ordering information can be transported
in the shortest period corresponding to geographical
information of the orderer identified by said ordering
25 information, whether said goods can be shipped from said
warehouse.

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50. An information processing apparatus comprising sending means for sending information to a terminal connected via a communications line,

characterized in that said sending means sends display
5 screen information to a user's terminal, said display
screen information containing information about goods
identified by information entered by said user via an
ordering screen, and an input field for entering collection
information as to whether said goods be collected.

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51. A collection method using an information processing apparatus which sends information to a terminal connected via a communications line, characterized by comprising:

a sending step of sending display screen information
15 to a user's terminal, said display screen information
containing information about goods identified by
information entered by said user via an ordering screen as
well as an input field for entering collection information
as to whether said goods be collected.

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52. A program executed by an information processing apparatus,

characterized by comprising:

a sending step of sending display screen information
25 to a user's terminal connected via a communications line,
said display screen information containing information
about goods identified by information entered by said user

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via an ordering screen, and an input field for entering collection information as to whether said goods be collected.

- 5 53. A computer-readable storage medium for storing a program code executed by an information processing apparatus,

characterized by:

- storing program code for executing a sending step of
10 sending display screen information to a user's terminal connected via a communications line, said display screen information containing information about goods identified by information entered by said user via an ordering screen and, an input field for entering collection information as
15 to whether said goods be collected.

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